

Figure 1

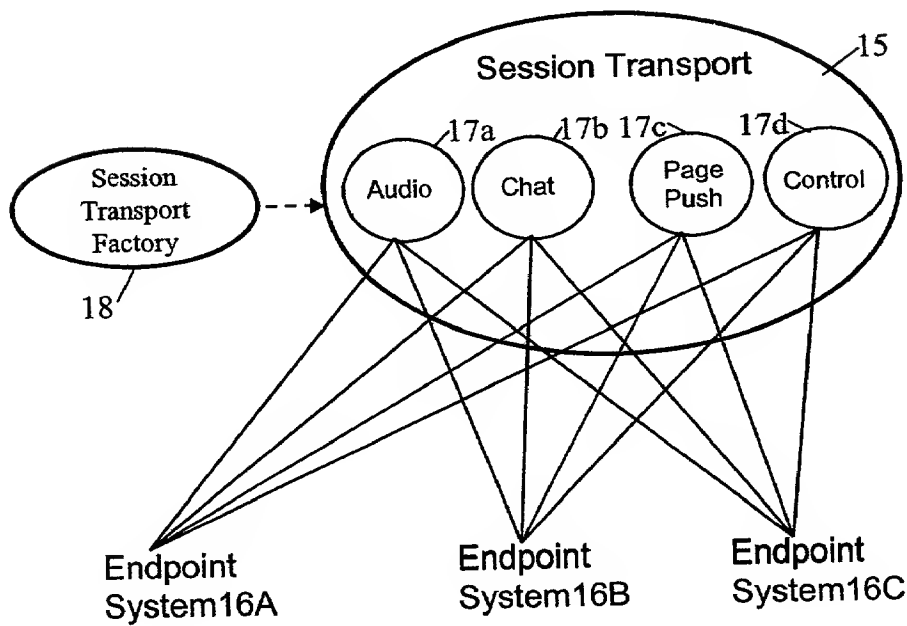


Figure 2

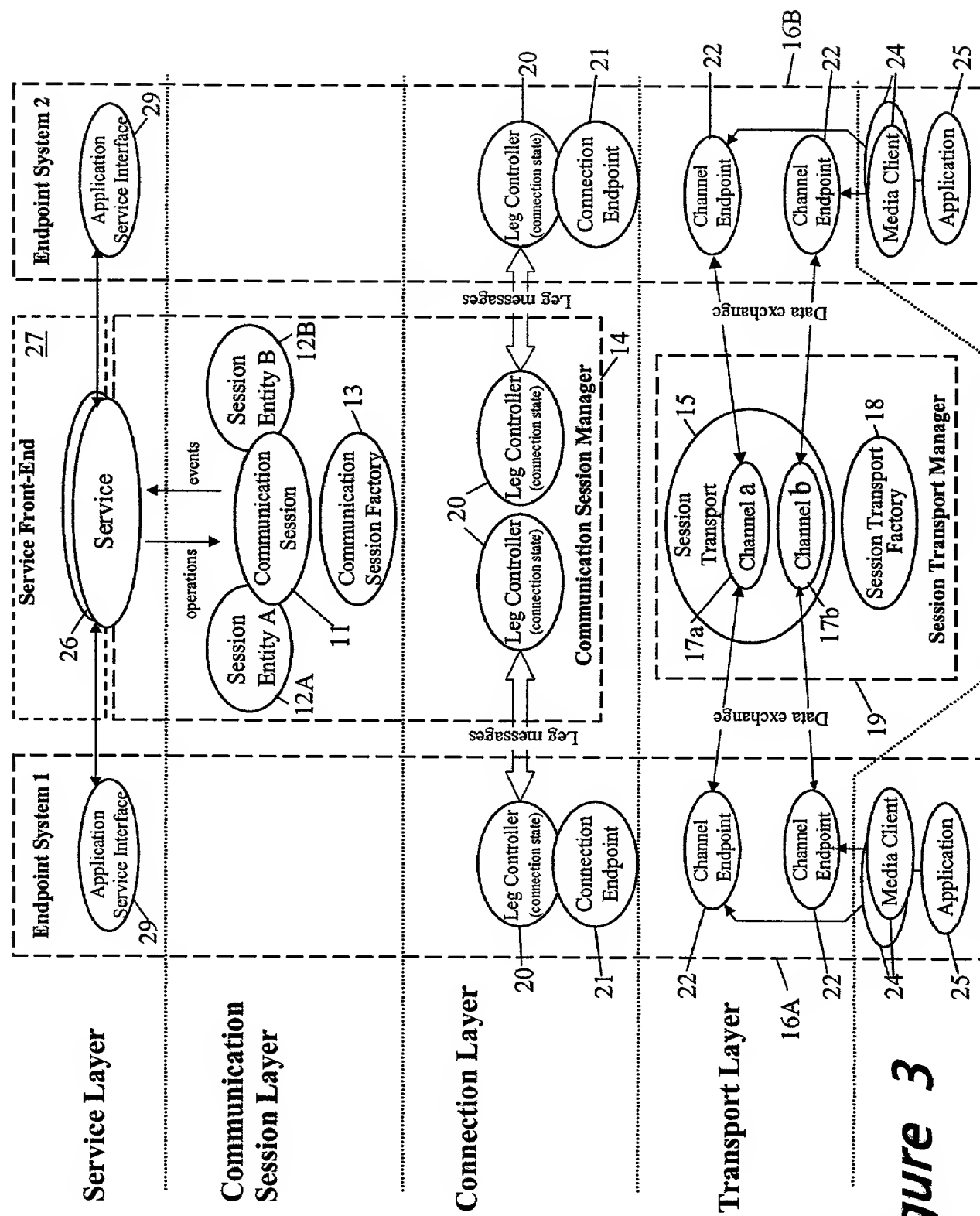


Figure 3

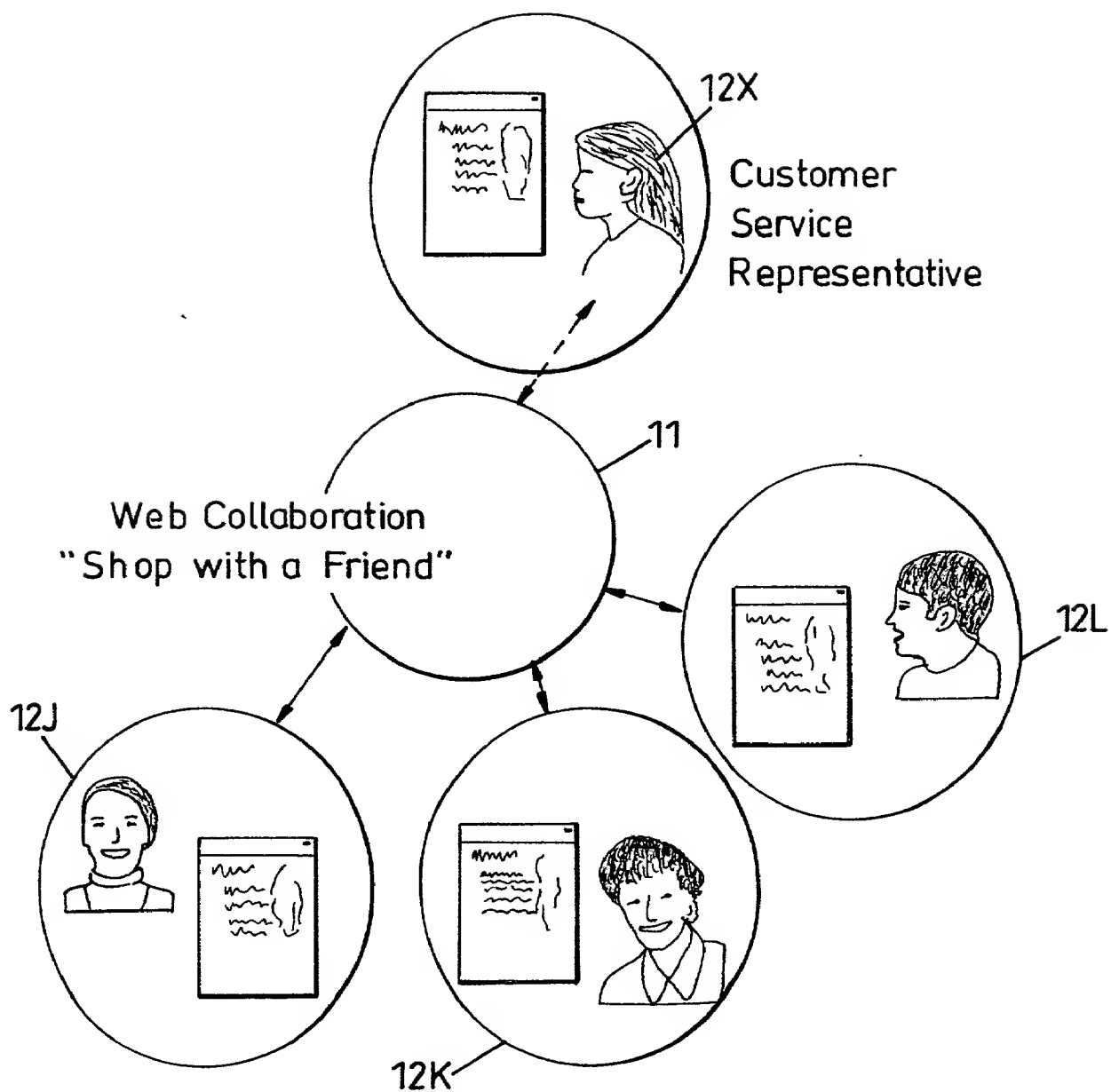


Fig. 4

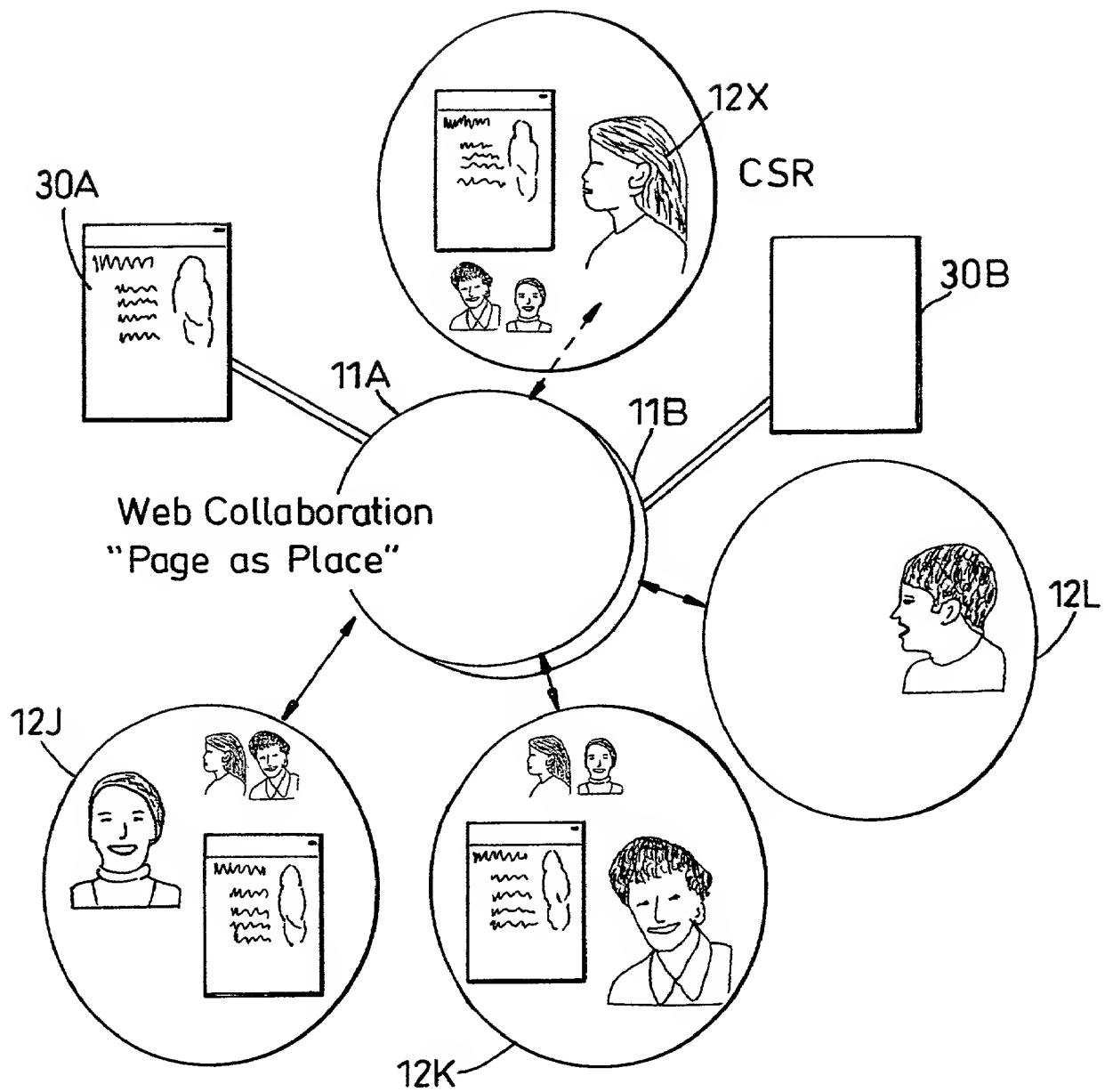


Fig. 5

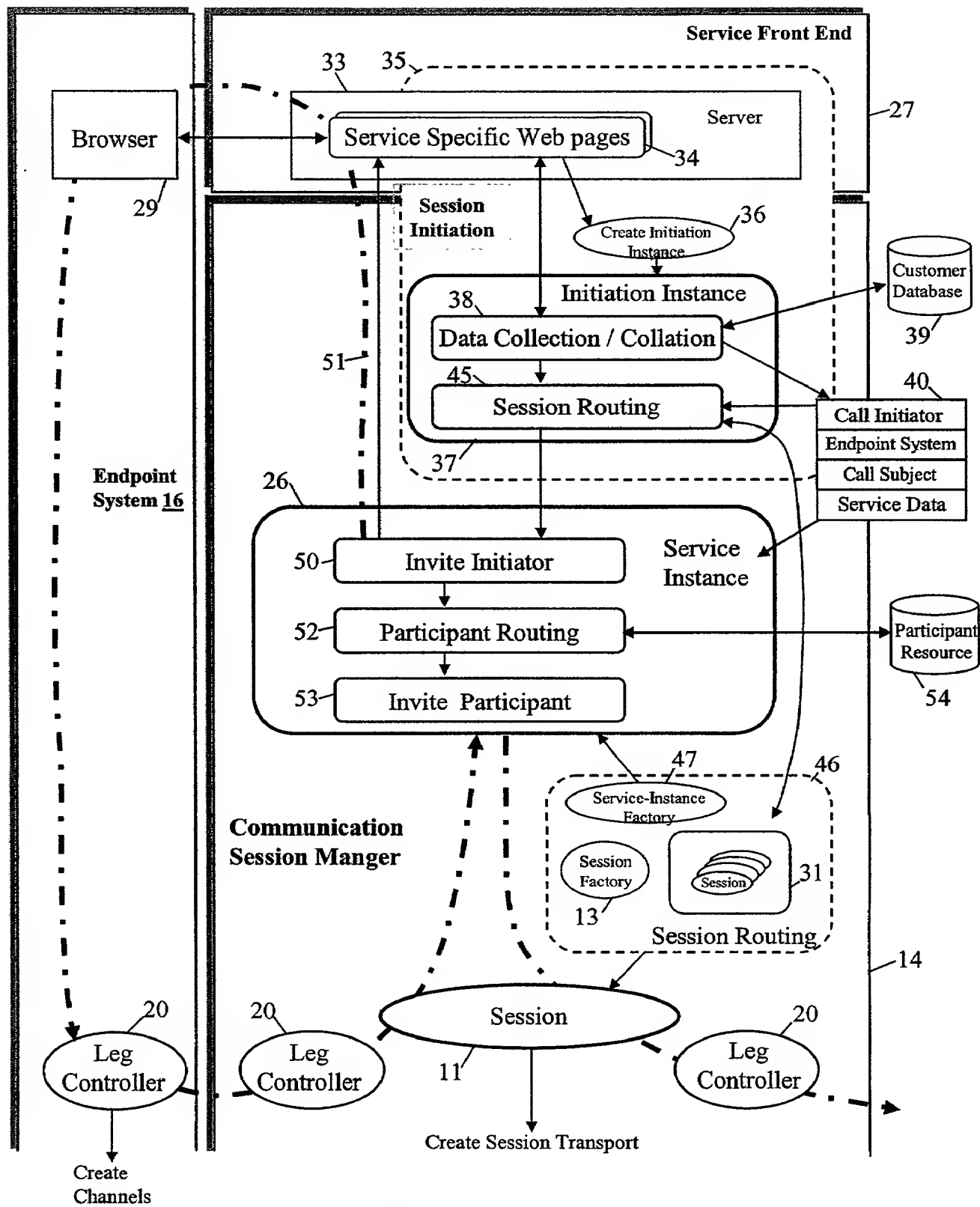


Figure 6

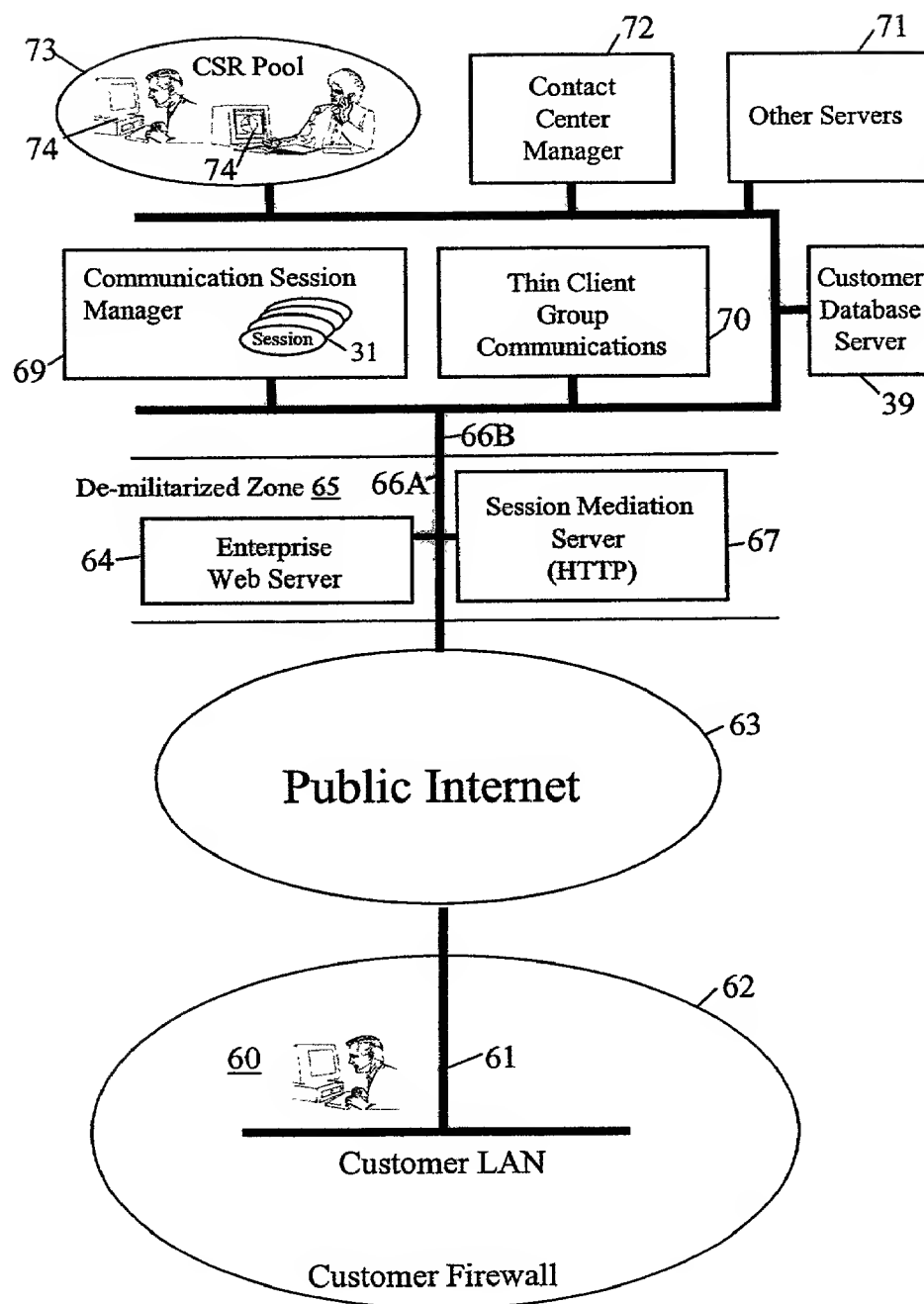


Figure 7

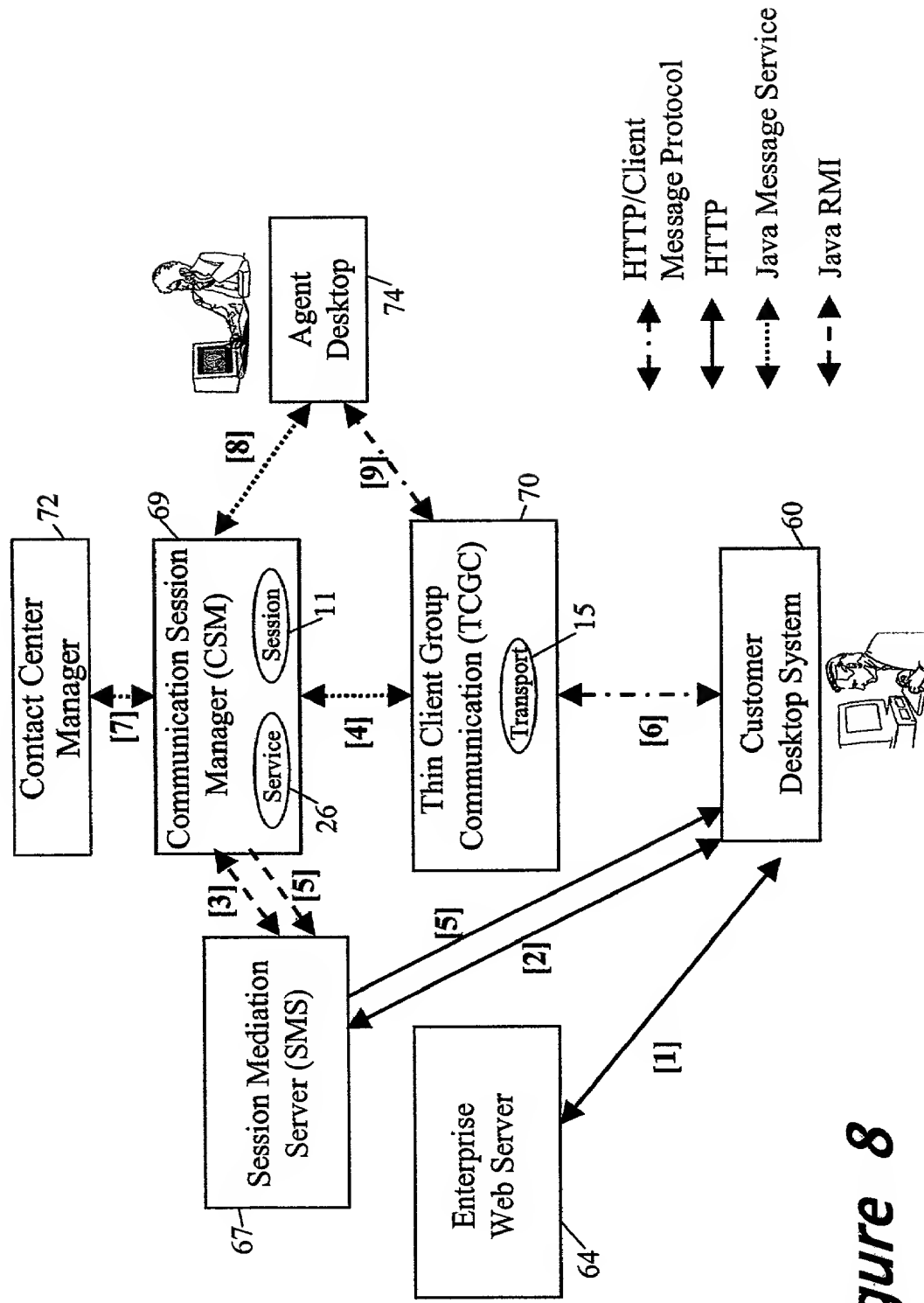


Figure 8

80

ICC Call Control				Agent Page Push - Microsoft Internet Explorer			
Call ID	Priority	Campaign	Customer ID	Customer Name	Media	Status	
45	-1	Hoovers	cust 479550911	Fred Bloggs		Answered	82
General Phrases - Hoovers				File Edit View Go Favorites Help			
<p>Welcome Agent Joe You are now on-line</p> <p>Fred is here</p> <p>Agent Joe says: Hi, how can I help you?</p> <p>Fred says: Tell me about HP</p>				<p>Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail</p> <p>Address</p>			
<p>Input text below and press RETURN</p> <p>ICC Page Push - English</p> <p>Common Bookmarks Hoovers</p> <p>Type URL below and press PUSH</p> <p>http://www.hp.com/</p> <p>Push Restart browser</p>				<p>SEARCH ASSISTANCE</p> <p>Company Information</p> <p>Year 2000 Program</p> <p>United States</p> <p>▼ Highlights</p> <p>▶ Select Another Country</p> <p>United States Go</p> <p>Solutions for:</p> <p> <input type="radio"/> E-services <input type="radio"/> Home & Home Office <input type="radio"/> Small Business <input type="radio"/> Developers </p> <p>Privacy Statement Use of this site indicates you accept the terms of use</p>			
85				87			
83				Local Intranet zone [Mixed]			

Fig. 9

109701-0052/650

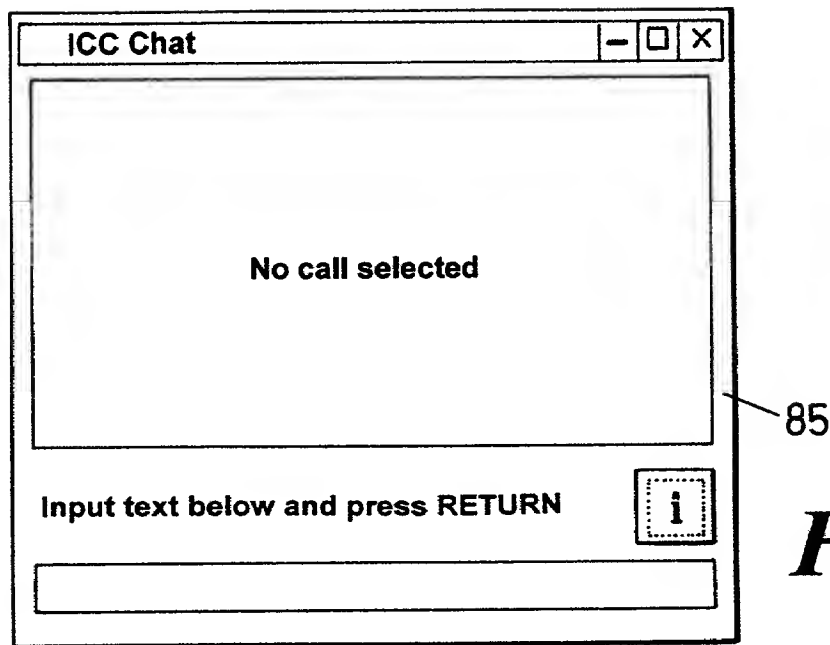


Fig. 10

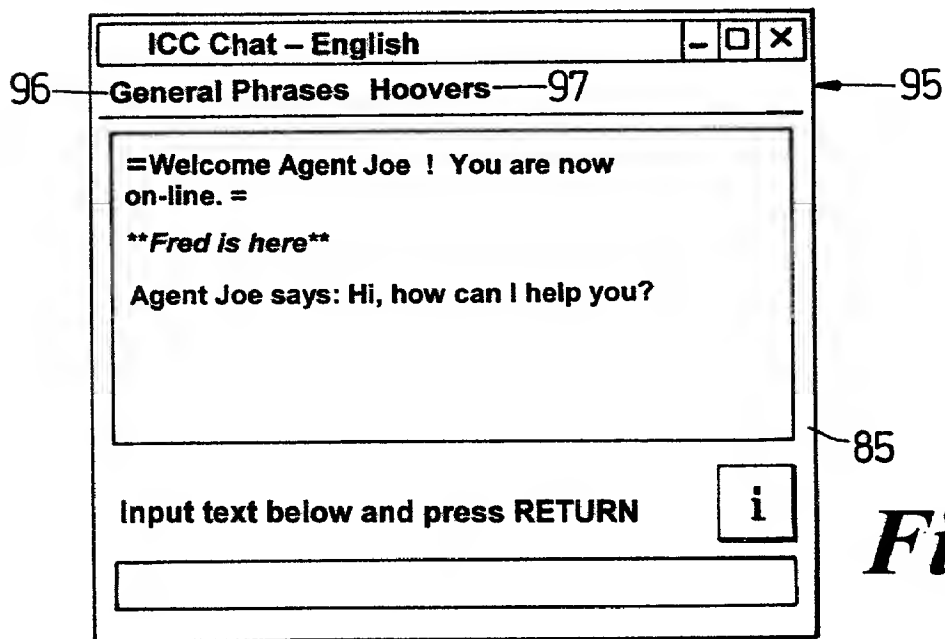


Fig. 11

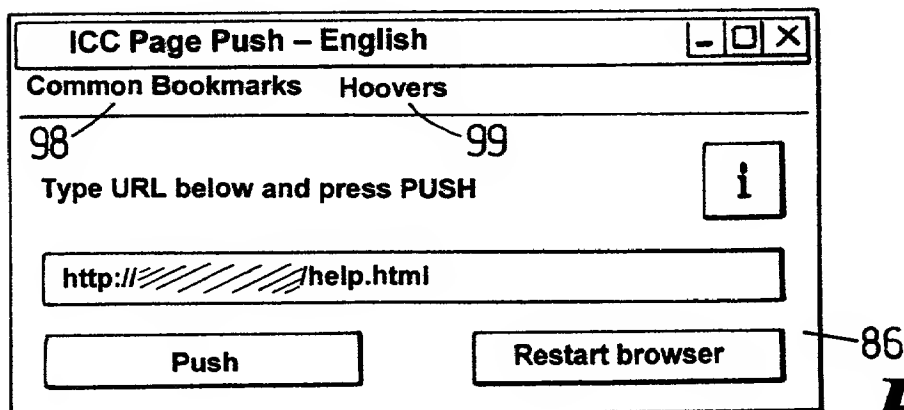


Fig. 12

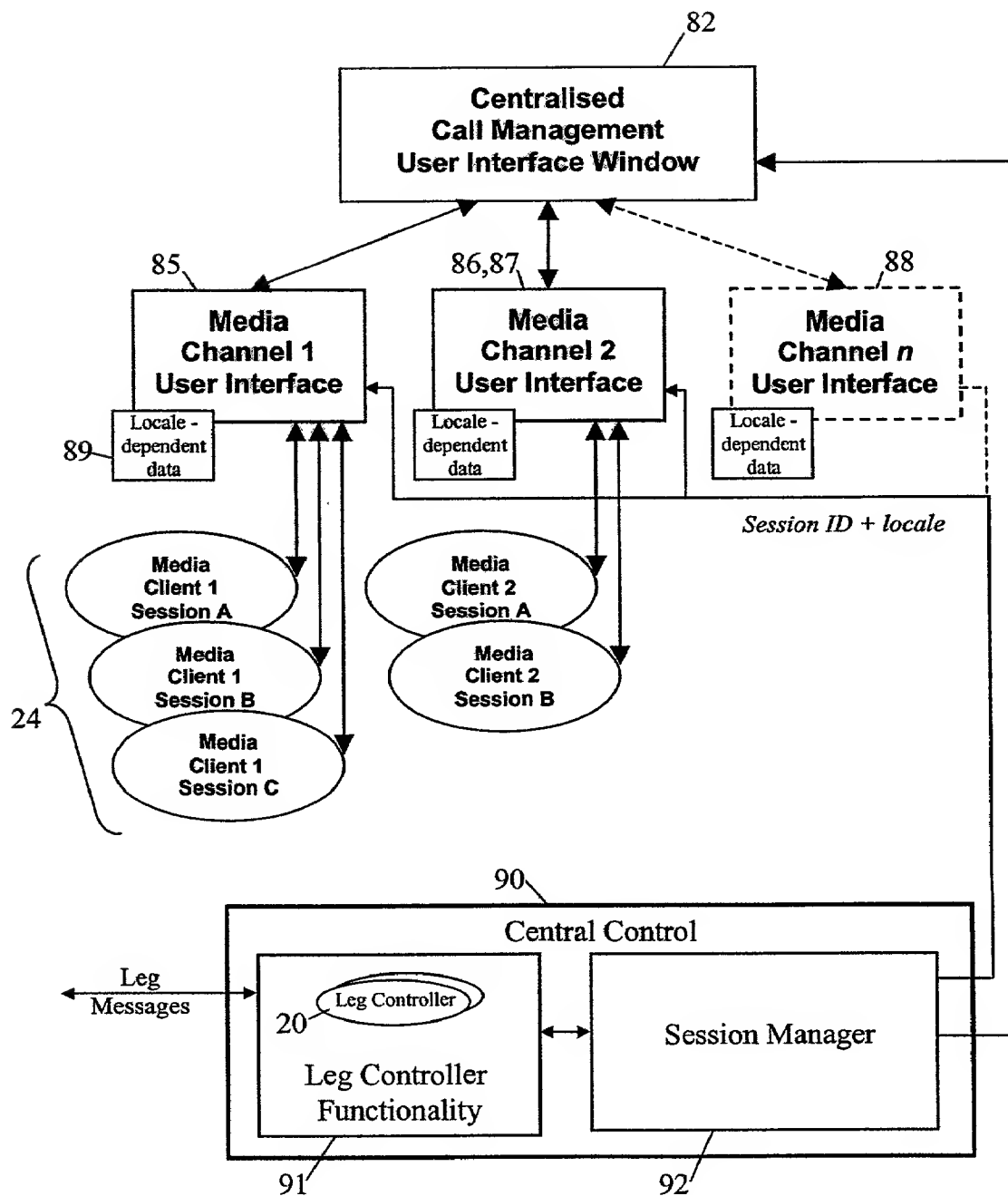


Figure 13

109707 0054660

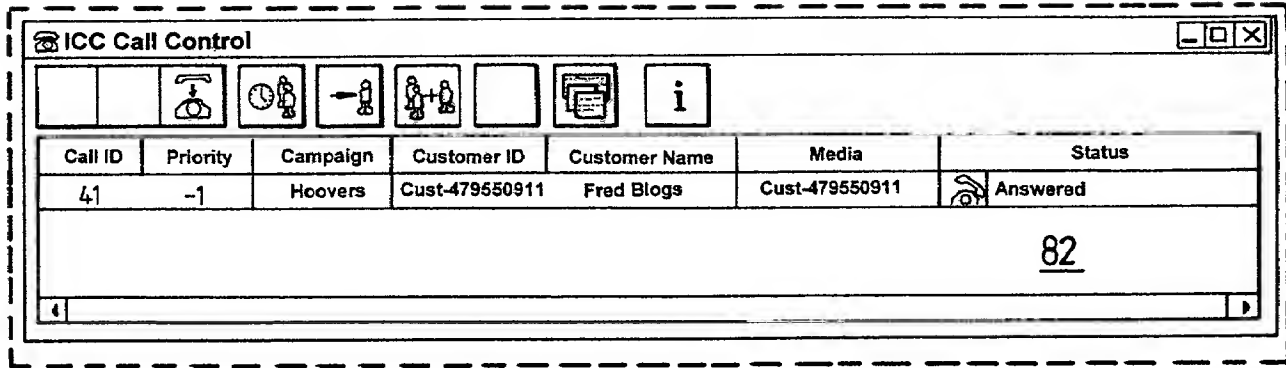


Fig. 15

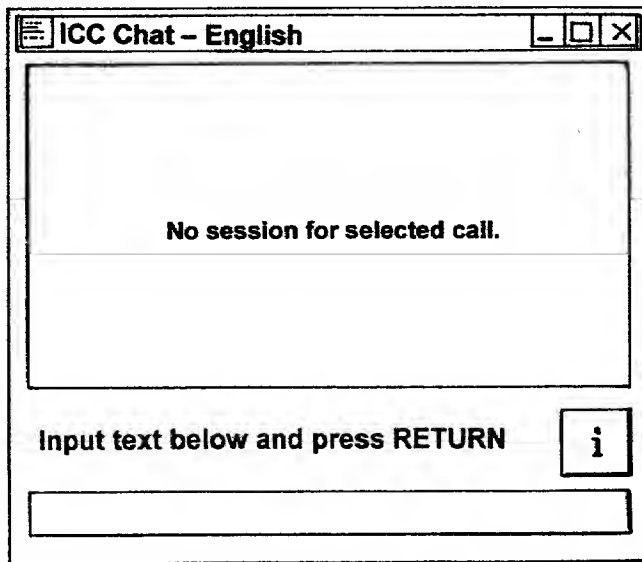


Fig. 16

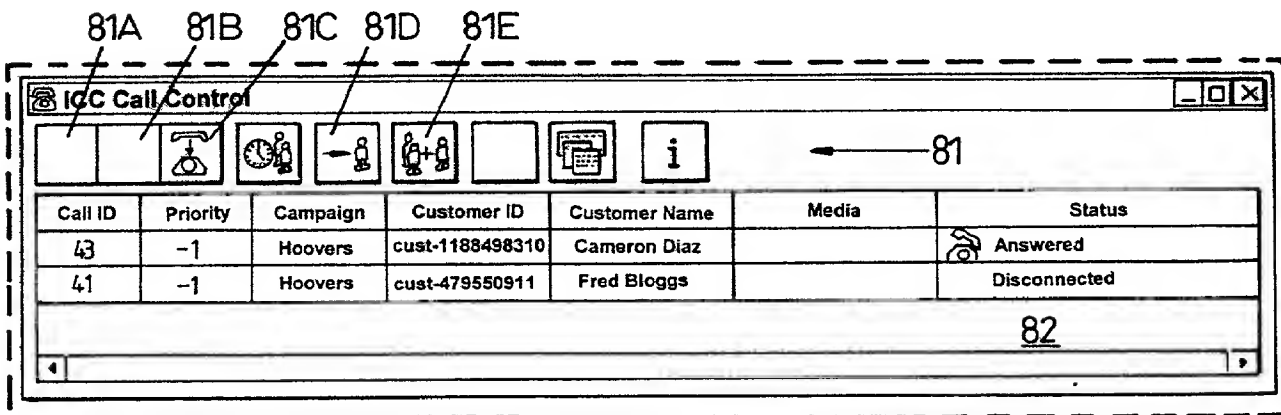


Fig. 17

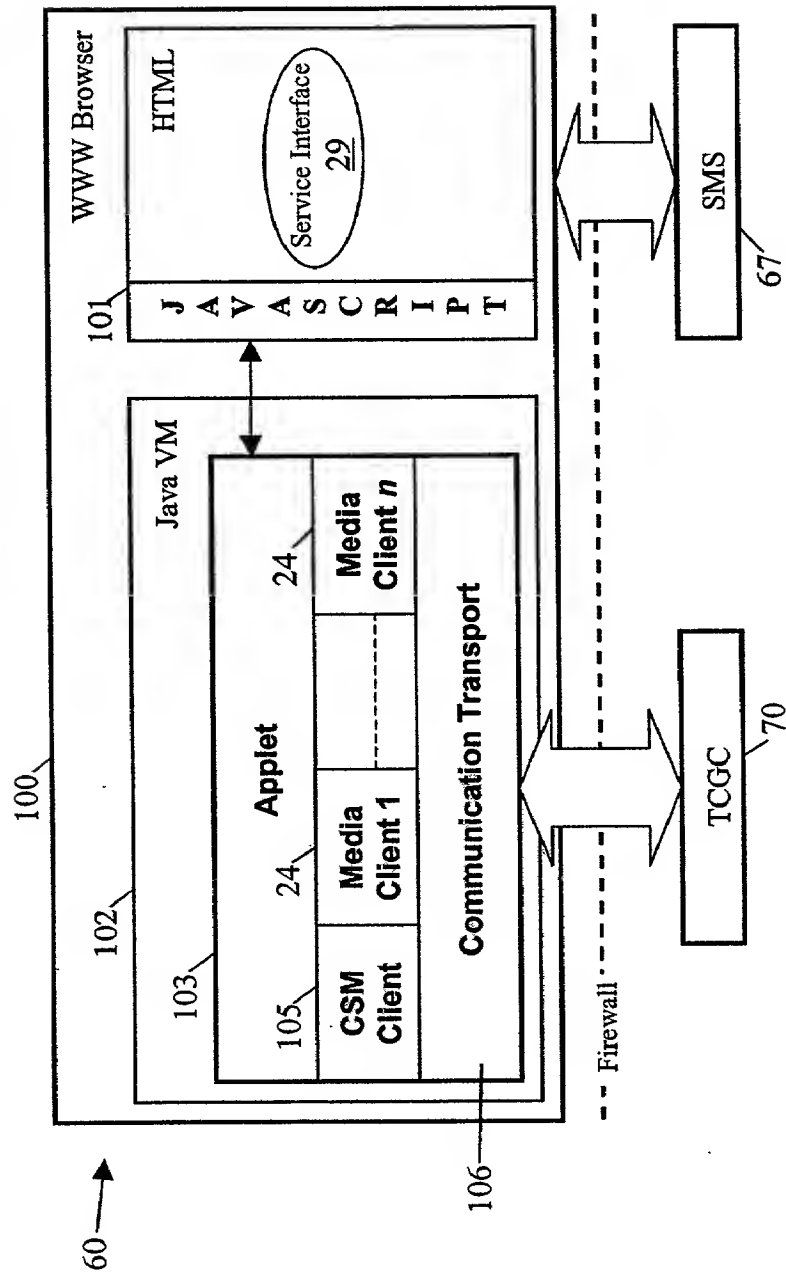
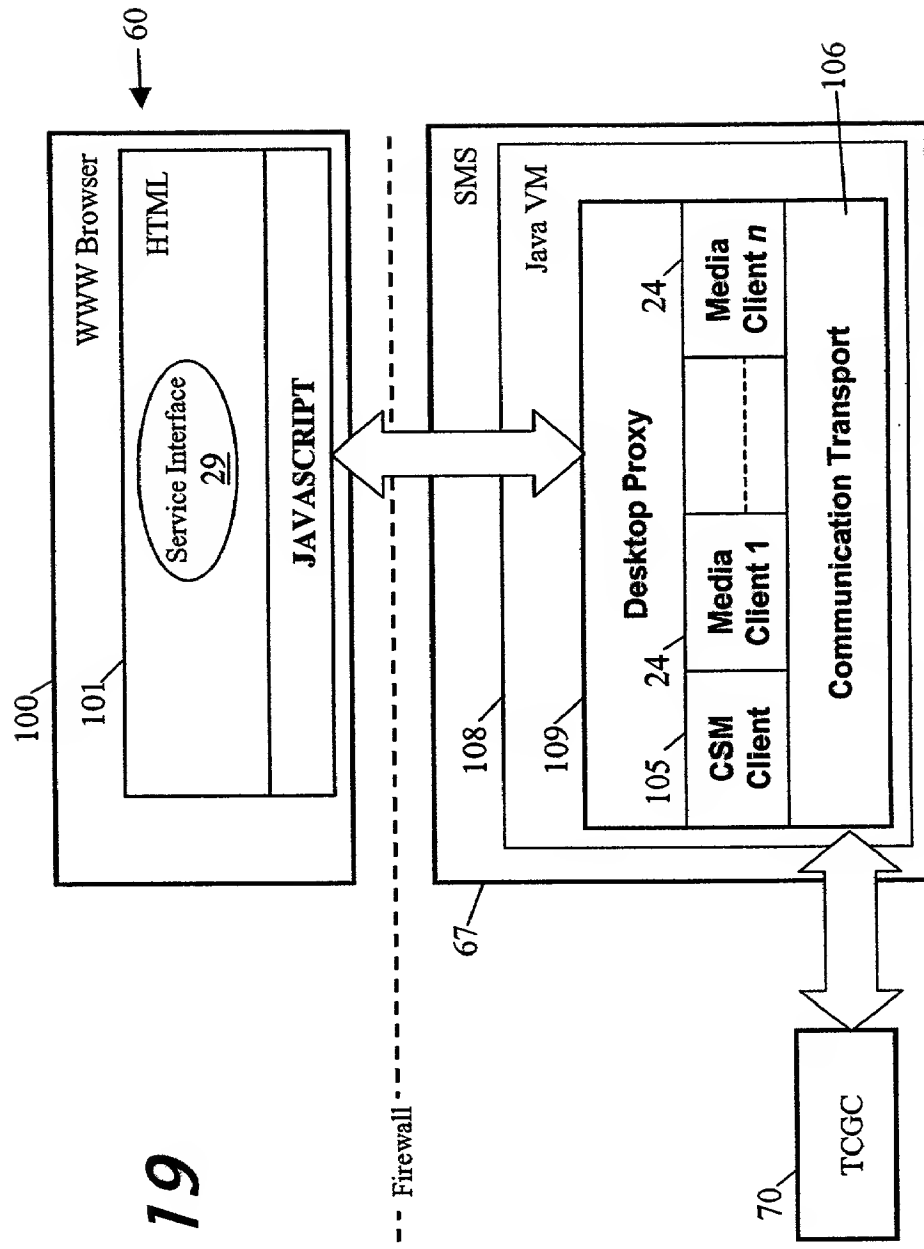


Figure 18

Figure 19



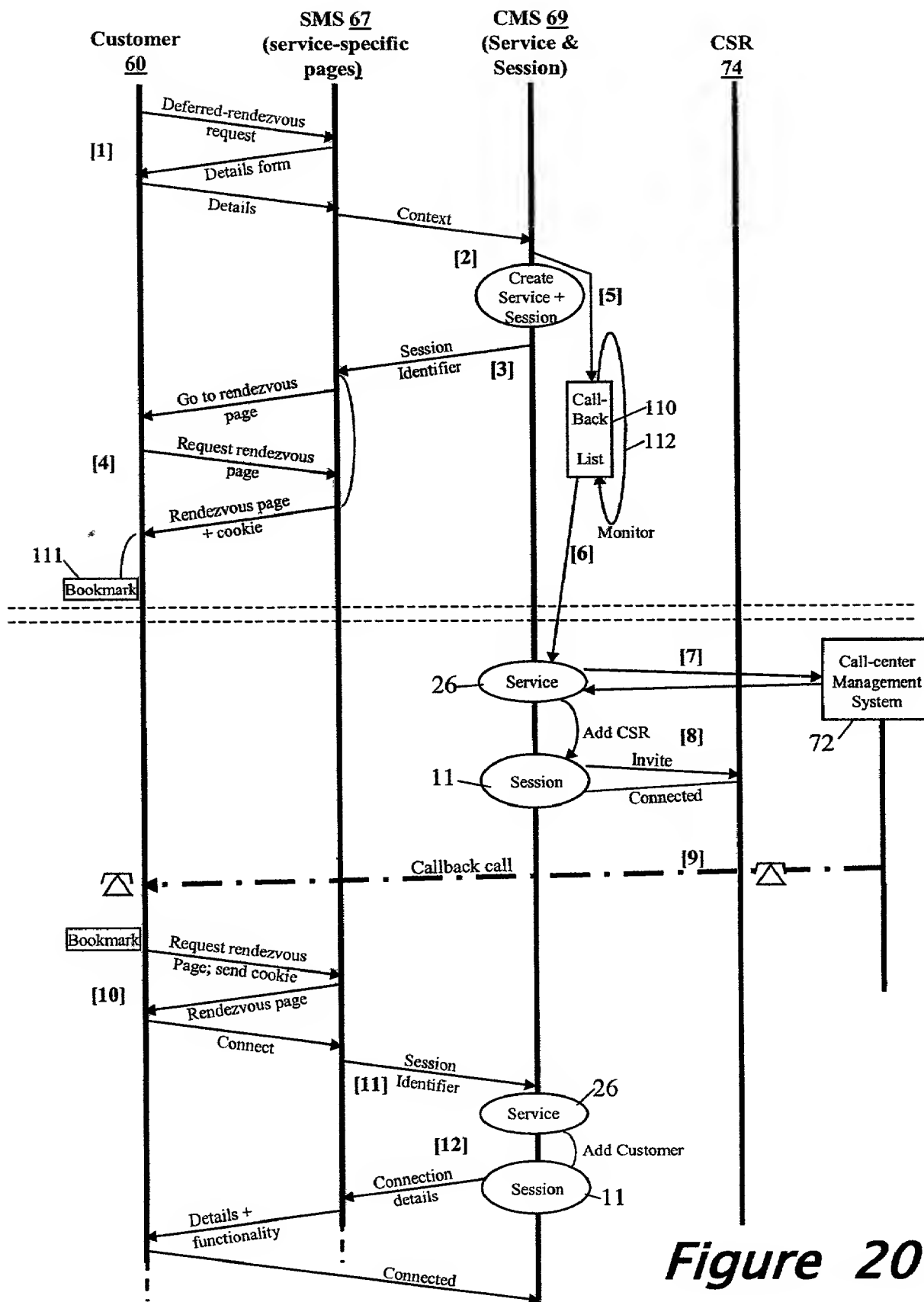


Figure 20

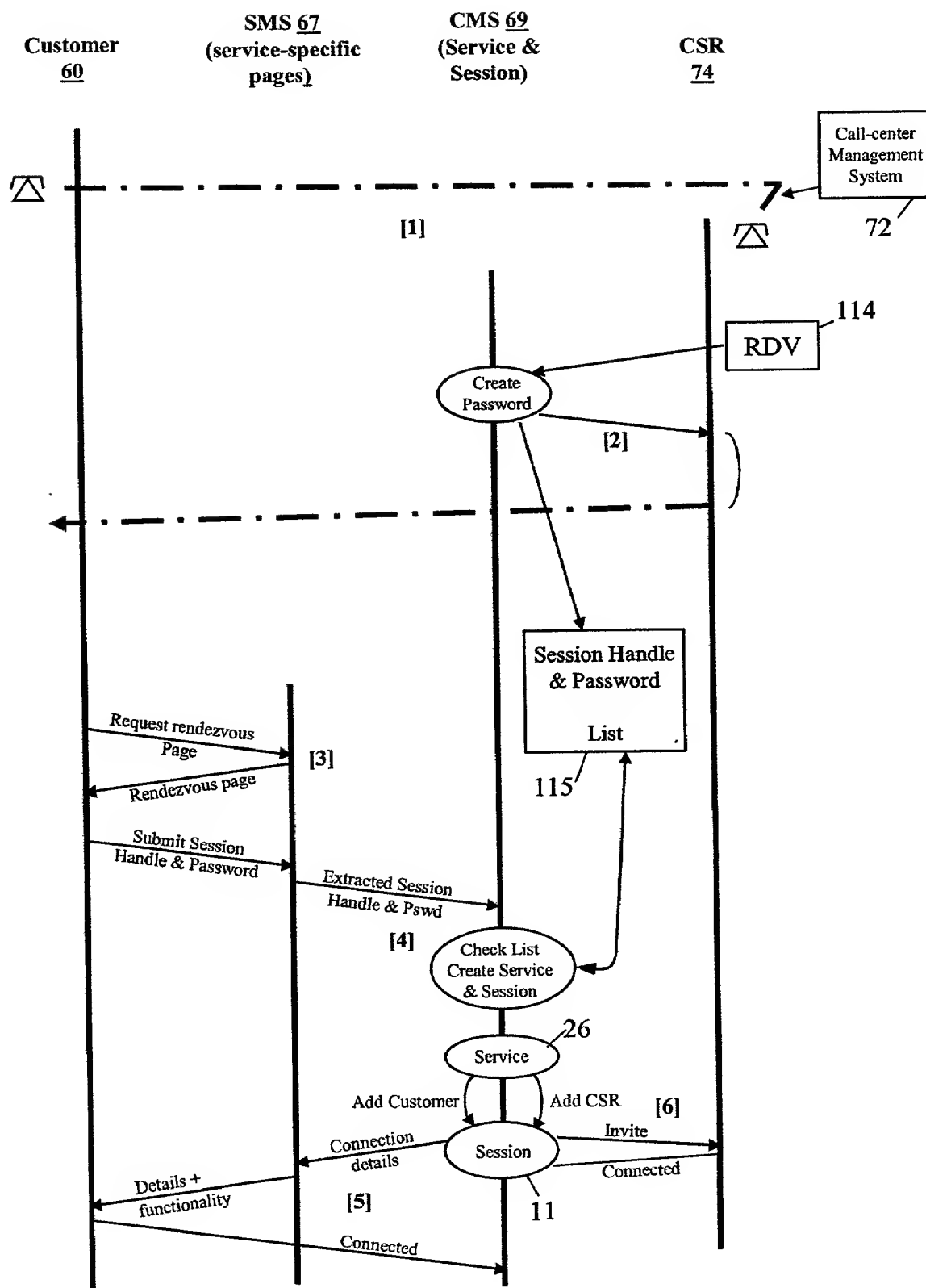
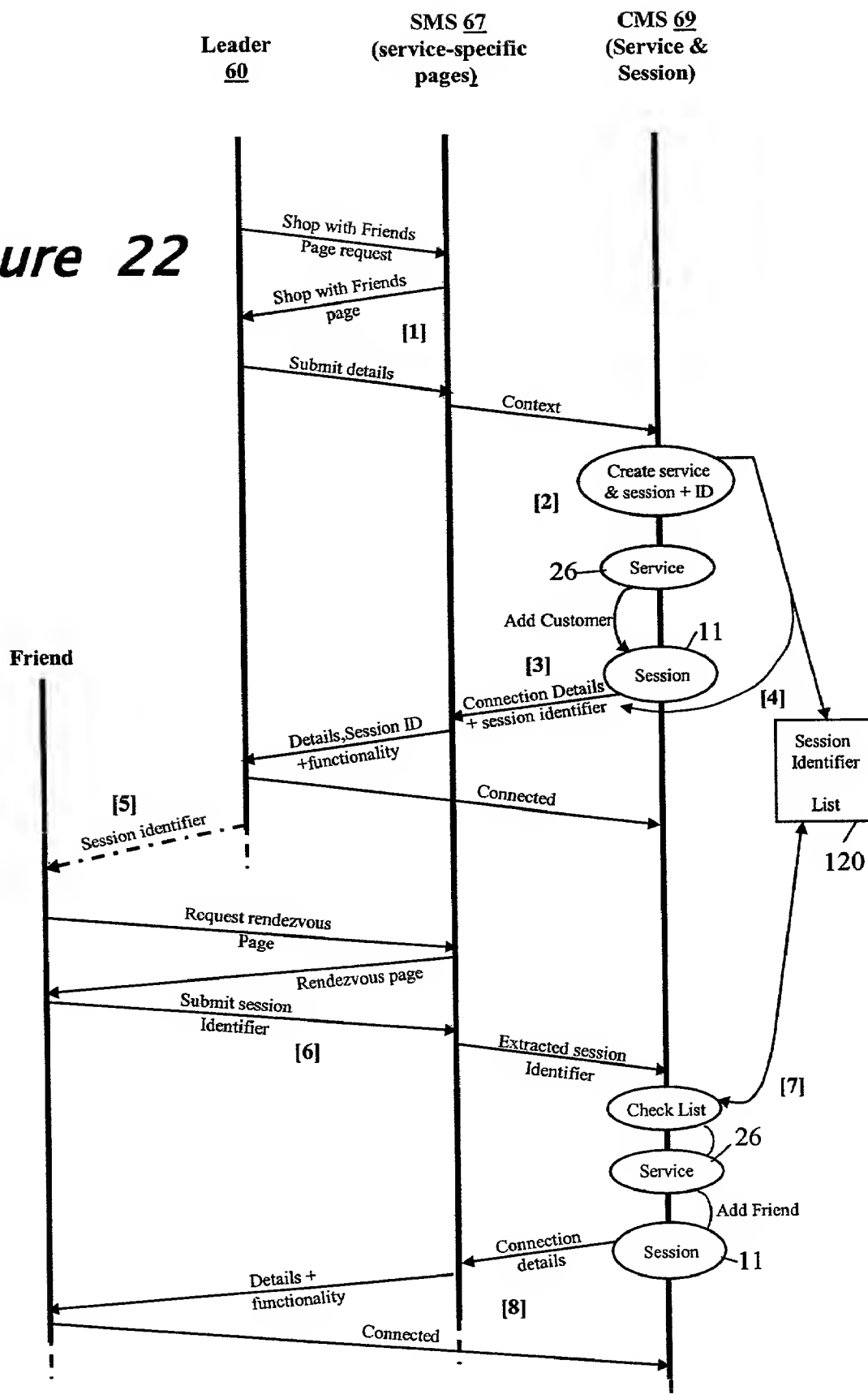


Figure 21

Figure 22



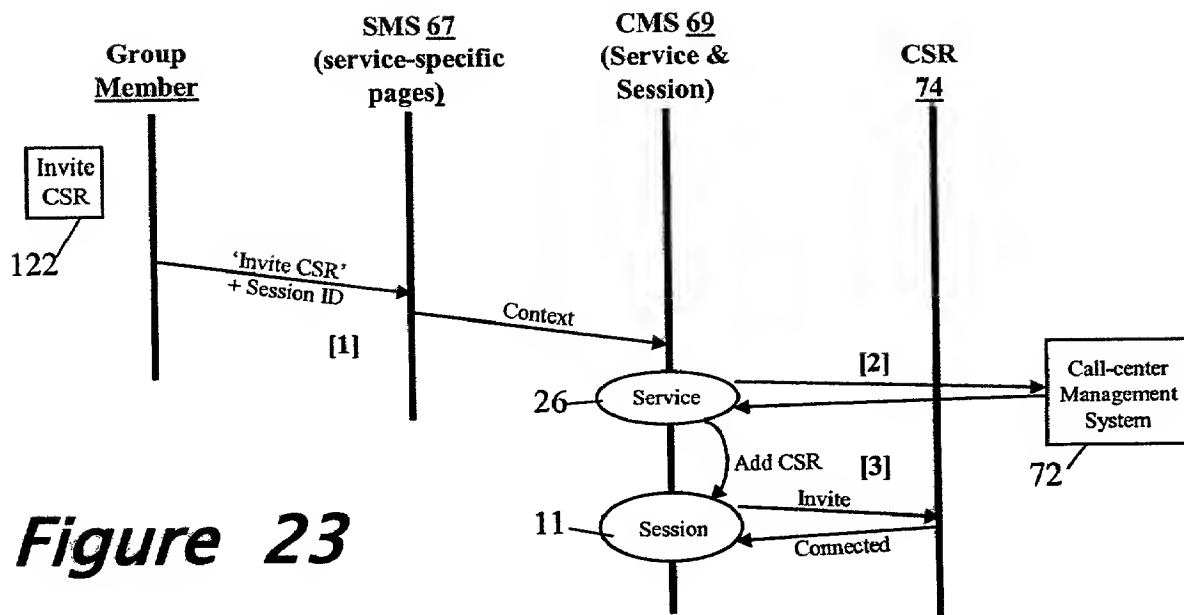


Figure 23

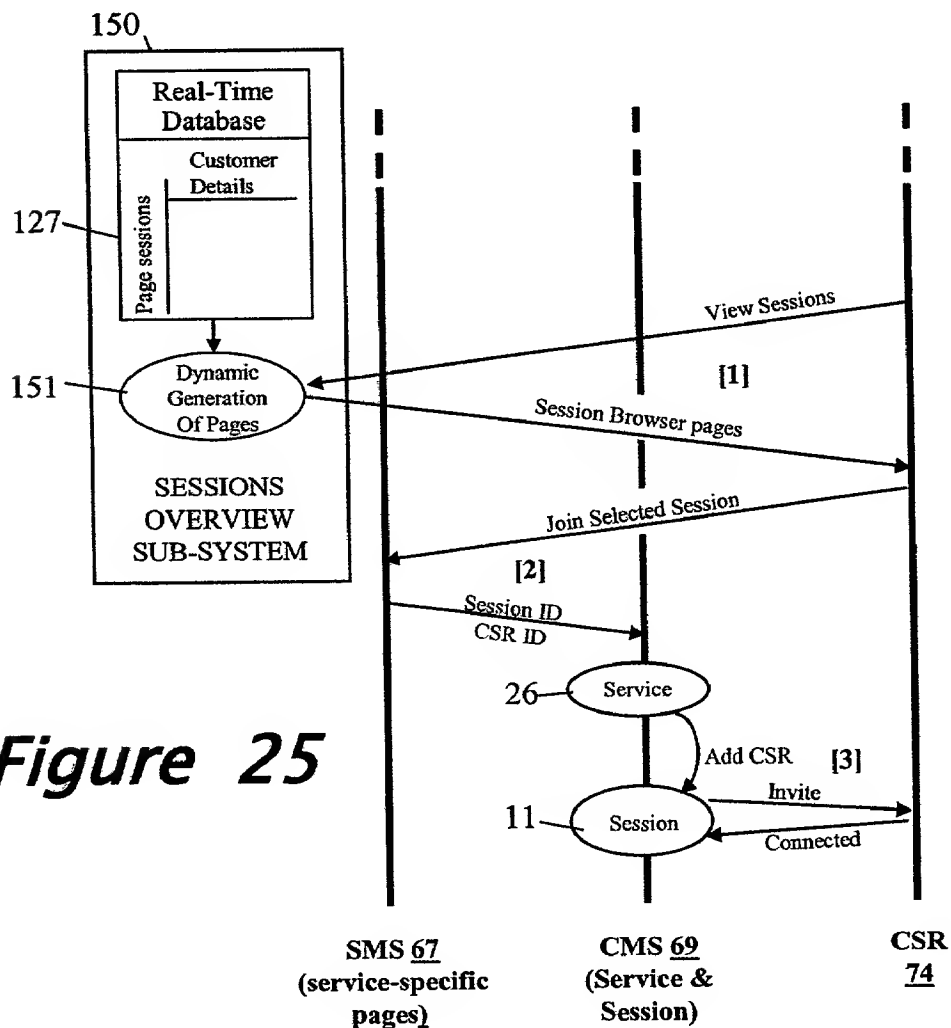


Figure 25

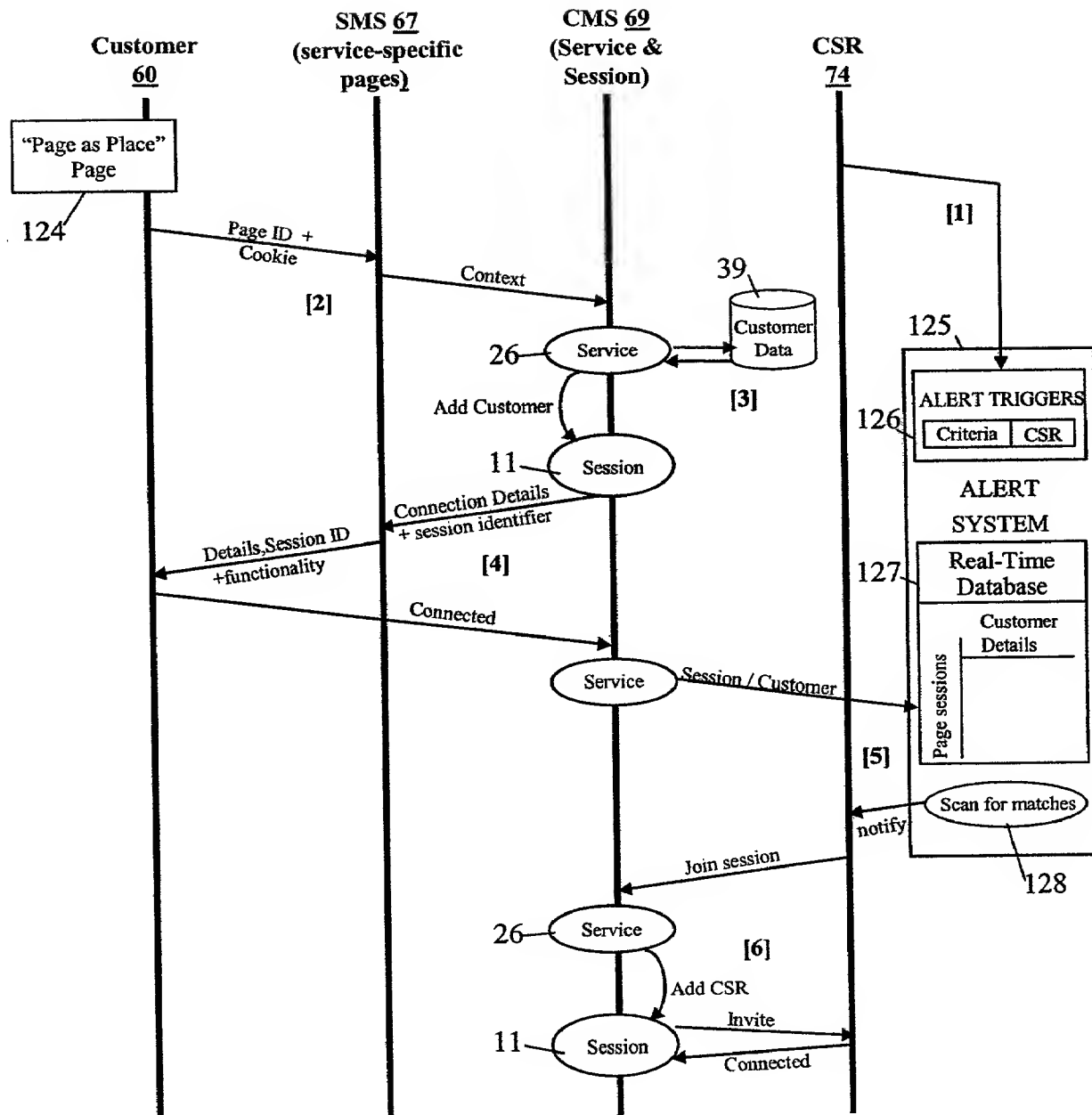


Figure 24

FIG. 26

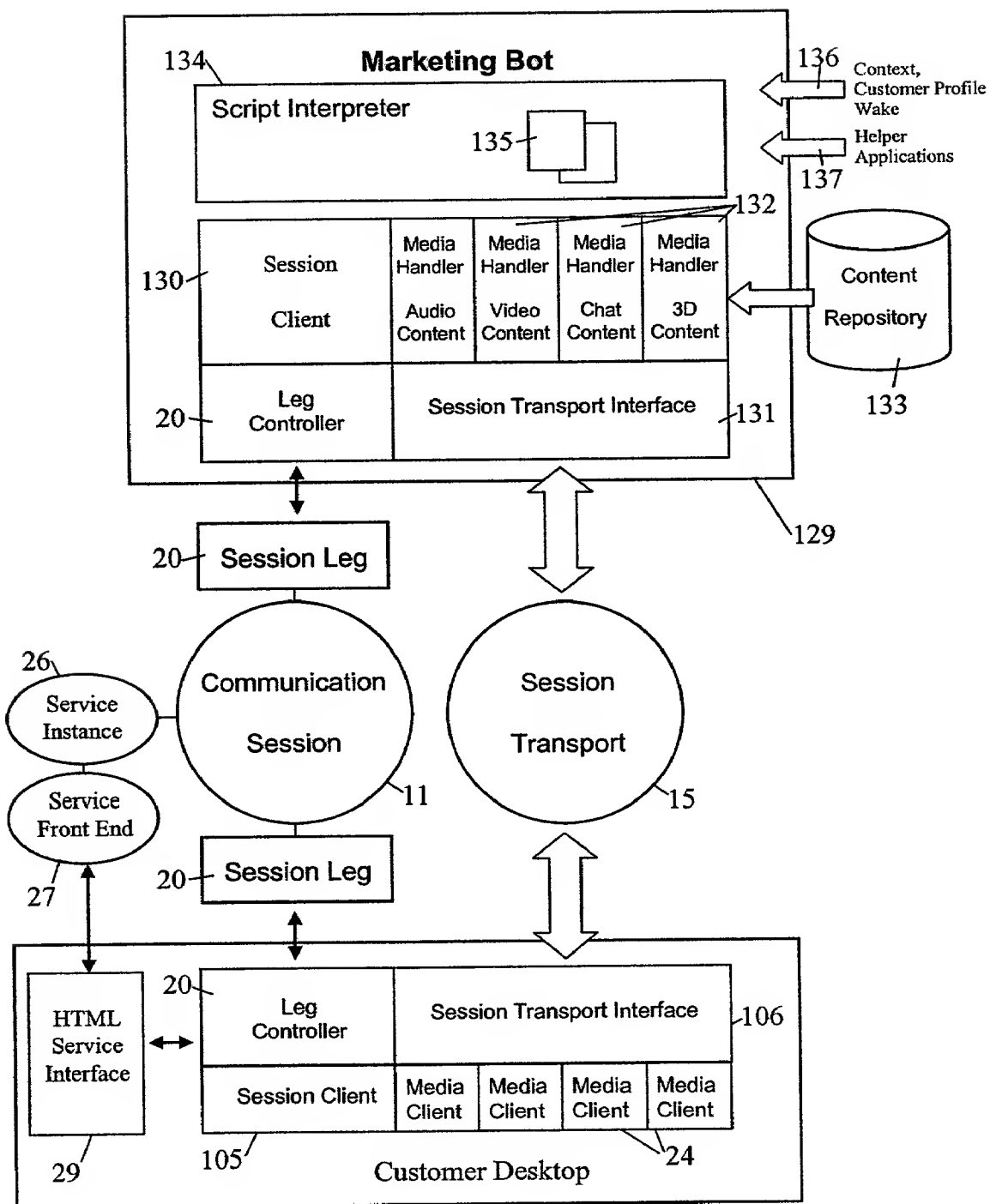


Figure 26

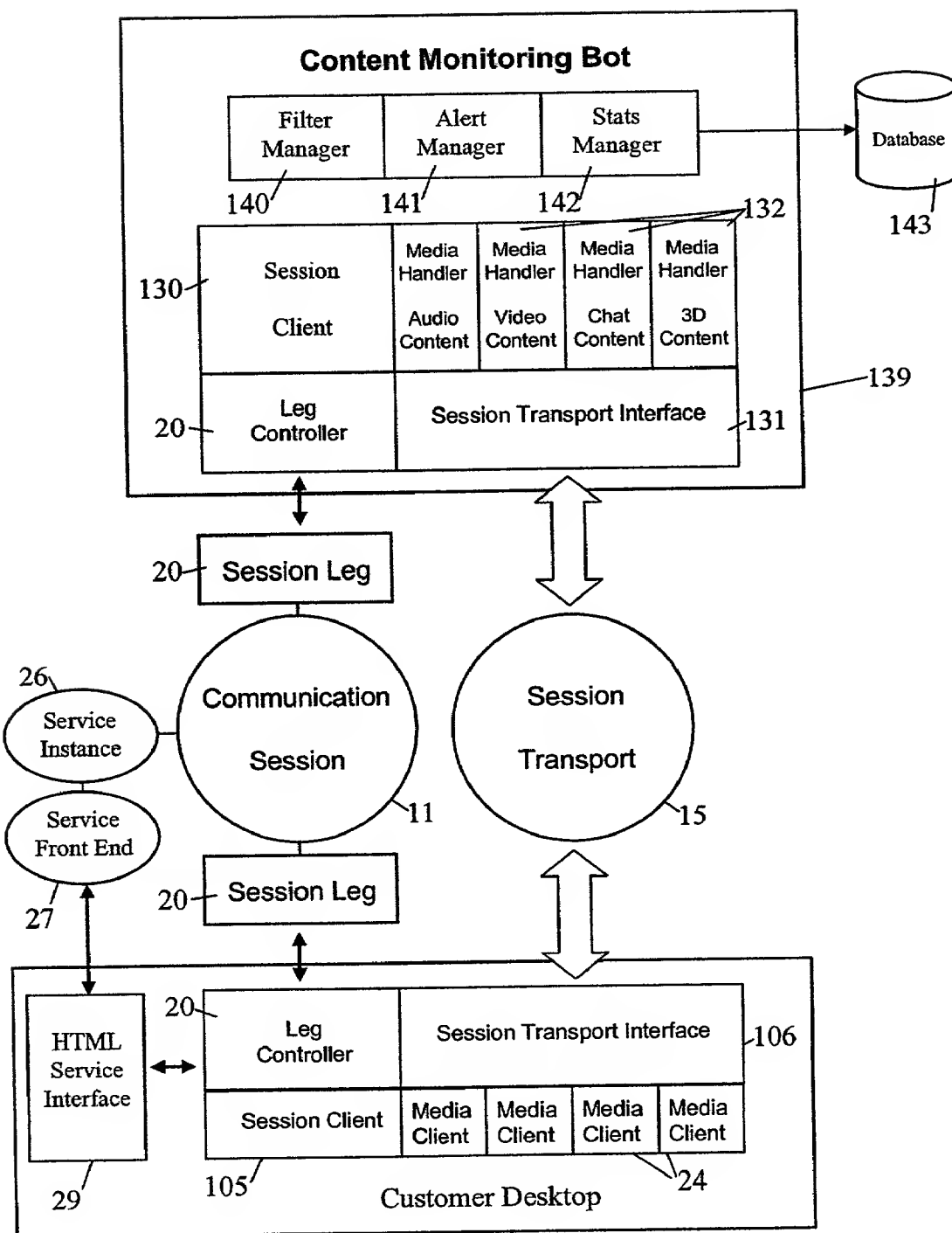


Figure 27